

## MCI TN INVESTIGATION REPORT

Date: November 29, 2001

### Background:

As part of KPMG Consulting's provisioning evaluation, MCI requested an investigation of trouble reports pertaining to service order activity in regard to specific telephone accounts. The trouble reports were submitted by MCI to Bellsouth requesting resolution of service problem issues encountered. The issues were investigated by obtaining and analyzing Service Order images, DLR's and DLETH's from Bellsouth for the MCI provided telephone numbers<sup>1</sup>.

### Issue:

As seen by the Service Order image and as per the Bellsouth Business Rules, the Service Orders generated by BellSouth contained the RRSO FID, which links a new and disconnected service order indicating the reuse of facilities to ensure continuous service for the customer.

As indicated by the trouble report history and recent Service Order activity, two major categories have emerged. Category 1 indicates trouble on the line occurring as a result of Service Order Activity for various reasons reflected by disposition codes on the trouble reports such as translation or network interface issues. Category 2 appears to be inconclusive, and consequently KPMG Consulting cannot determine whether service order activity generated the trouble reports.

The Service Orders and trouble history reports investigated are listed below:

**Category 1:** Indicates trouble reports occurred due to service order activity.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/28/2001	06/01/2001	S003080885BSGAPR	404-298-0371	In our professional opinion, a trouble on line (NDT) occurred as a result of a translation problem.
2	06/16/2001	06/08/2001	S003140734BSGAPR	404-327-5998	In our professional opinion, a trouble on line (NDT) occurred as a result of a wire network terminating.
3	06/19/2001	05/29/2001	S002980462BSGAPR	404-367-0732	In our professional opinion, a trouble on line (NDT) occurred as a result of

<sup>1</sup> The account with Telephone Number 770-684-3339 and CSOTS-PON S003049493BSGAPR was omitted from the analysis since the appropriate records were not received from BellSouth.

					a crossbox failure.
4	06/08/2001	06/01/2001	<b>S003084272BSGAPR</b>	404-508-0998	In our professional opinion, a trouble on line (NDT) occurred as a result of a cable problem.
5	06/07/2001	06/05/2001	<b>S003111370BSGAPR</b>	404-523-8383	In our professional opinion, a trouble on line (NDT) occurred as a result of a wire network terminating.
6	06/14/2001	06/13/2001	<b>S003192008BSGAPR</b>	404-845-2277	In our professional opinion, a trouble on line (NDT) occurred as a result of a wire network terminating.
7	06/04/2001	06/01/2001	<b>S003082614BSGAPR</b>	404-888-0920	In our professional opinion, a trouble on line (NDT) occurred as a result of a wire network interface.
8	06/13/2001	05/15/2001	<b>S002908711BSGAPR</b>	678-547-0283	In our professional opinion, a trouble on line (NDT) occurred as a result of translation.
9	06/05/2001	05/16/2001	<b>S002922396BSGAPR</b>	770-214-0188	In our professional opinion, a trouble on line (NDT) occurred as a Result of a pair change.
10	06/21/2001	06/07/2001	<b>S003137446BSGAPR</b>	770-214-1528	In our professional opinion, a trouble on line (NDT) occurred as a result of a line translation unknown.
11	06/15/2001	06/12/2001	<b>S003184570BSGAPR</b>	770-232-0917	In our professional opinion, a trouble on line (NDT) occurred as a result of a RT Channel Unit problem.
12	06/06/2001	05/22/2001	<b>S002980665BSGAPR</b>	770-233-0559	In our professional opinion, a trouble on line (NDT) occurred as a Result of a RT Channel Unit problem.
13	06/15/2001	06/08/2001	<b>S003144259BSGAPR</b>	770-251-2036	In our professional opinion, a trouble on line (NDT) occurred as a result of a wire network interface.
14	06/14/2001	06/12/2001	<b>S003185662BSGAPR</b>	770-263-0542	In our professional opinion, a trouble on line (NDT) occurred as a result of a crossbox.
15	06/09/2001	06/07/2001	<b>S003137436BSGAPR</b>	770-297-0113	In our Professional Opinion, a trouble on line (NDT) occurred as a result of a RT Channel Unit problem.
17	07/12/2001	06/12/2001	<b>S003185071BSGAPR</b>	770-422-1810	In our professional opinion, a trouble on line (NDT) occurred as a result of Wire Protection.
18	06/12/2001	05/16/2001	<b>S002923721BSGAPR</b>	770-599-3426	In our professional opinion, a trouble on line (NDT) occurred as a result of A RT Channel Unit problem.
20	06/29/01	05/22/2001	<b>S002964068BSGAPR</b>	770-836-0330	In our professional opinion, a trouble on line (NDT) occurred as a result of DLC-Protection.
21	06/08/2001	06/06/2001	<b>S003119326BSGAPR</b>	770-932-2046	In our professional opinion, a trouble on line (NDT) occurred as a Result of Wire Protection.

**Category 2:** Cannot determine if the Service Order activity generated these trouble reports on the telephone accounts listed below.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/15/2001	06/12/2001	S003182213BSGAPR	404-377-4469	Inconclusive
2	06/14/2001	06/12/2001	S003180638BSGAPR	404-459-0049	Inconclusive
3	06/12/2001	06/13/2001	S003135584BSGAPR	678-344-0197	Inconclusive
4	06/11/2001	06/06/2001	S003056195BSGAPR	678-342-7196	Inconclusive.
5	06/13/2001	06/12/2001	S003181447BSGAPR	678-474-0233	Inconclusive
6	06/21/2001	05/30/2001	S002980889BSGAPR	678-479-3136	Inconclusive
7	06/06/2001	05/22/2001	S002976391BSGAPR	678-584-1051	Inconclusive
8	06/14/2001	06/12/2001	S003181557BSGAPR	678-924-0198	Inconclusive
9	06/11/2001	05/22/2001	S002963643BSGAPR	770-214-0987	Inconclusive
10	06/08/2001	06/08/2001	S003145726BSGAPR	770-271-3324	Inconclusive
11	06/07/2001	05/25/2001	S003009556BSGAPR	770-287-1211	Inconclusive
12	06/14/2001	05/22/2001	S002978746BSGAPR	770-412-1106	Inconclusive
13	06/06/2001	05/24/2001	S002993244BSGAPR	770-465-1034	Inconclusive
14	06/06/2001	05/22/2001	S002980331BSGAPR	770-465-1642	Inconclusive
15	07/02/2001	06/14/2001	S003154546BSGAPR	770-466-2846	Inconclusive
16	06/02/2001	05/24/2001	S003007763BSGAPR	770-476-0770	Inconclusive
17	06/11/2001	05/18/2001	S002939631BSGAPR	770-502-0095	Inconclusive
18	06/16/2001	05/15/2001	S002908503BSGAPR	770-535-1342	Inconclusive
19	06/01/2001	05/22/2001	S002980563BSGAPR	770-564-1276	Inconclusive
20	06/05/2001	05/23/2001	S002924677BSGAPR	770-632-0962	Inconclusive
21	06/02/2001	05/15/2001	S002907141BSGAPR	770-725-2242	Inconclusive.
22	06/11/2001	06/05/2001	S003120967BSGAPR	770-866-0541	Inconclusive
23	06/14/2001	06/08/2001	S003146401BSGAPR	770-935-7663	Inconclusive
24	06/16/2001	06/12/2001	S003167293BSGAPR	770-961-1849	Inconclusive
25	06/11/2001	05/25/2001	S003009805BSGAPR	770-971-2534	Inconclusive
26	06/07/2001	05/21/2001	S002953669BSGAPR	770-985-1369	Inconclusive
27	06/11/2001	06/12/2001	S003195133BSGAPR	770-998-8740	Inconclusive